ADMINISTRATIVE - INTERNAL USE ONLY

DDA 87-0564
19 March 1987

MEMORANDUM FOR: DA Office Telephone Focal Points

STAT   FROM:

Executive Assistant to the DDA

SUBJECT: Telephone Completion Statistics - January and February 1987

1. Thanks for your help and cooperation in starting our current proce-
dures for prioritizing and handling telephone requests. So far, the feedback
I have received from you has been positive. I have passed your comments on
the interim telephone request form to the Office of Information Technology
(OIT), and they will be reflected in the final version--which OIT expects to
print in the next several weeks.

2. OIT is working on a telephone request database to which each focal
point will have access. Using this database, you will be able to check on the
status of your requests by referencing the number on the new preprinted form.

3. The following are statistics for telephone action completions in
January and February of this year:

Completed Telephone Actions

Office	January		February	
	Secure	Non-Secure	Secure	Non-Secure
OIS	0	1	0	0
OIT	0	84	11	12
OL	0	0	2	4
OMS	0	0	0	2
OP	3	32	2	0
OS	7	25	1	0
Totals	10	142	16	18

4. The figures for February reflect the fact that the new telephone
system began during that month and all outstanding requests were returned to
each Office for revalidation and prioritization. The figures for March will
be substantially higher than for February.

5. Please continue to send me your suggestions, problems, and ideas
relative to our telephone handling. Thanks again for your support.

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ORIG:EXA/DDA:

Distribution:
Original
     1 - C/AMD/SS/LOG
     1 - OF/SO
     1 - OIT/SS
     1 - OL/IMSS/DAS
     1 - OMS/EXO
     1 - OP/EXO
     1 - AS/LS
     1 - OTE/AS
     1 - DDA Subject
     1 - DDA Chrono
     1 - EXA/DDA Chrono